

2003 COMMISSIONER'S AWARD FOR EXCELLENCE



Seat Management Task Force *Innovation & Quality Improvement*

Central Office, Hampton Roads,
Lynchburg, Northern Virginia &
Salem Districts

Team Members

Melanie Wright, Steve Walker, Steve Kelleher, Rob Hanson, Merritt Reagan, Connie Klass, Eduardo Veloso, Alan Hood, Leonard Lao, Brenda Hobson *Not shown: Steven Crabtree*

Often we think of keeping Virginia moving in terms of wheels and asphalt, but a critical part of that effort is made through computing power and communications. It would be inconceivable to imagine being on time and on budget without effective computers. The members of this task force, led by Melanie Wright and Steve Crabtree, not only derived a more effective computer program for the department, they also negotiated a computer leasing contract that will save the department significant money.

When a contract with Halifax Corporation ended in October 2002, the task force was asked to examine the options for providing desktop computers for VDOT. They included renewing the existing contract, purchasing off the state contract, leasing directly from a major computer company, and renegotiating the existing contract with Halifax Corporation. The best option was to renegotiate the contract, which they did aggressively. Consequently, the new contract has major new services by Halifax, including an on-site engineer in each district, elimination of time and materials charges for all maintenance, unlimited moves of personal computers at no costs, and more. Most notable, the contract will save the department \$3.8 million by the end of 2005.

The team vigorously sought innovations throughout this process, and members stepped out of the usual and expected in their thinking, strategy, and negotiations. The result is better personal computer services, much lower costs, and impressive stewardship of the public's tax dollars.

Nominated by: Jo Anne Sorenson

